

# HRMS Professional User Emergency Request Process

One of the following criteria must be met in order for the Emergency Request Process to be used.

## **Professional user:**

1. Locked out and it is Payroll Day 1, 2 or 3.
2. Not able to complete an action that is needed during payroll Day 1, 2 or 3.
3. Needs immediate access to HRMS for payroll Day 1, 2 or 3 activities.
4. Access to HRMS needs to be removed prior to separation action.

## **Employee or Agency:**

1. Contacts DOP Service Center via high importance e-mail and includes HRMS Central Security, HRMSSecurity@dop.wa.gov, as a CC on the request.

Note: Do not submit to an individual member of the team.

- a. Subject line of the e-mail must include one of the following:
  - (Day1, Day 2, Day3) Security Emergency Request
  - Time Sensitive HRMS Access Change
2. Provides the following information:
  - a. Personnel number
  - b. The criteria (1, 2, 3 or 4) that qualifies this request as an emergency
  - c. For criteria #2 – not able to complete an action, please specify:
    - What you were doing or trying to access when the problem occurred
    - Error message received or screen prints to help resolve issue
3. If request is to add (criteria #3) or remove (criteria #4) HRMS Professional Access, the Agency Security Requestor must submit an approved HRMS Professional User Access Request form.

## **HRMS Central Security:**

4. Completes request and notifies professional user or Agency Security Requestor

## **DOP Service Center:**

5. Creates ticket for HRMS Central Security.

Note: HRMS Central Security will handle the request based on the e-mail and will update the ticket after it is created.